



Mass Vaccination Registration System Department of Information Technology

Board of Supervisors IT Committee

January 12, 2021



Timeline for 1B Vaccination Call Line

8:00 - 9:00 – Vaccination call line received 12,064 calls, which overloaded the County voicemail system causing it to crash for every call center in the County

09:00 - 10:00 – Call volume increased to 129,196. Contacted surrounding Counties which were also experiencing the same issue

10:00 - 11:00 – Call volume increased to 132,780. Tripled call queue capacity which filled up in seconds

11:00 - 1:00 – Averaged call volume of 130,000

Recent efforts to assist

- Added external voice gateway
- Online registration deployed ahead of schedule to help alleviate call volume
- Health Department/OPA Joint Information Center shared information and responded on communications platforms
- Reached out to external vendors for assistance
- Everbridge text notification to all registered citizens

Future planned changes

- Moving to a more robust voice platform
- Use of online or web-based forms, automated chatbots (Fairfax Virtual Assistant) or FAQ to lower call volume
- Vaccination deployment common message communications strategy shared with the community



Questions & Discussion

